



Date Created: 17/01/2023
Date Published: 28/02/2023
Version Number: 1.00

Service Area:	Communities
Work Area:	Waste Strategy & Operations
Contact Details:	01443 866533 RECYCLINGWARDS@CAERPHILLY.GOV.UK
Privacy Notice Name:	Waste Strategy & Operations Working Processes Privacy Notice
Description of Privacy Notice:	This privacy statement will explain how Caerphilly County Borough Council will use personal information in respect of additional waste disposal services.

How we will use your information

Purpose and legal basis for using your information

Purpose of processing

Caerphilly county borough council offer services for larger families, more than one child in full time nappies and those with disabilities and restricted mobility.

Residents with larger families (6 or more family members) can enquire about having a larger refuse bin to accommodate a higher volume of waste. The criteria we have is that there needs to be 6 or more family members living at the property full time. We would need information on the amount of people living at the property, their names and dates of birth. This is essential to minimise any fraudulent claims and prevents residents obtaining additional bins. During the application process the names of all household members are gathered and logged via waste applications, which is then accessible by the Technical Assistants to carry out a visit to this address. A visit is required to ensure residents are using all of our services (refuse, recycling and food waste) and ensure their recycling isn't contaminated, if they have contaminated recycling then we would reject the request and then re-visit 7 days later and make an assessment on our findings.

The exact same process is used during the nappy bin request, although the only information needed is the children's names and dates of birth. This is to meet our criteria of having 2 children in full time nappies of pre school age.

For hygiene waste we require information on their medical condition(s) and details of their GP, CRM speak back a declaration to them on the phone and at the end they can confirm or deny. A member of our team then visits the property and assesses the residents to confirm/reject the application.

For assisted collections the exact same process happens as the above but residents who require this tend to have limited mobility due to medical conditions/disabilities, medical information is also required. A member of the team then visits to make an assessment and

confirm/reject the application and ensure the resident meets the criteria to be able to have the service.

Information of hygiene waste, nappy bins and assisted collections throughout the borough are kept on a spreadsheet and reviewed yearly. For assisted and hygiene's the spreadsheet only contains the address, nappies have the name of the person who applied, contact information and address (contact information makes it easier when reviewing the system 12 months later, rather than send letters). These are also filed to so that members of the team can refer to when queries are raised by collection staff and supervisors. When the process is reviewed and that address no longer requires that service the sheet that is filed (contains names, address and other information depending on the service) this information is destroyed.

All information required in order to be able to process an application is part of the criteria, which also minimises fraudulent applications. CRM have said fraudulent applications will hang up as soon as this information is requested, residents who genuinely need the service are open to giving the information requested in order to receive that specific service.

Legal basis for processing

In order for the processing of personal data to be lawful under the General Data Protection Regulations 2016, a valid condition from Article 6 of the Regulations must be identified, which is outlined below:

1(f) processing is necessary for the purposes of the legitimate interests pursued by the controller or by a third party, except where such interests are overridden by the interests or fundamental rights and freedoms of the data subject which require protection of personal data, in particular where the data subject is a child.

Who will have access to your information

Identity of Data Controller and Data Protection Officer

The Data Controller for your information is Caerphilly County Borough Council. The Data Protection Officer is:

Mr Carl Evans
Corporate Information Governance Manager / Data Protection Officer
Email: dataprotection@caerphilly.gov.uk
Tel: 01443 864322

Details of main users of your information

Technical Assistants and management within Waste Strategy and Operations and also a member of the team who deals with the assisted and hygiene waste collections. CRM/contact centre are the information collectors.

Requests for information

All recorded information held by Caerphilly County Borough Council may be subject to requests under the Freedom of Information Act 2000, Environmental Information Regulations 2004 and Data Protection legislation.

If the information you provide is subject to such a request, where possible Caerphilly County Borough Council will consult with you on its release. If you object to the release of your information we will withhold your information if the relevant legislation allows.

How long will we retain your information

Details of retention period

How long Caerphilly County Borough Council retains information is determined through statutory requirements or best practice.

Permits are retained for 3 years.

Your Rights (Inc Complaints Procedure)

Your rights under the Data Protection

Data Protection gives data subjects (those who the information is about) a number of rights:

- The right of subject access – Application forms for this process are available on our website: [SAR Form](#)
- The right to be informed
- The right of rectification
- The right to erasure
- The right to restrict processing
- The right to object
- The right to data portability
- Rights in relation to automated decision making and profiling.

Further information on your rights is available from: www.ico.org.uk.

To enact your rights please contact the service area detailed on the top of this form.

Complaints Procedure

If you are unhappy with the way that Caerphilly County Borough Council has handled your request / information, you have the right of complaint. Please contact the Service Area detailed at the top of this document outlining your issues.

If you remain unhappy you also have a right of complaint to the Information Commissioner's Office. Please follow this link for further information on the complaints process.

www.caerphilly.gov.uk/My-Council/Data-protection-and-freedom-of-information/Questions-and-complaints

Summary Privacy Notice

How we will use your information

Household Waste Recycling Centres within the county borough can only be used by those with those with vans and/or trailers if: they are a resident of the borough and only for the purposes of the disposal of household waste or domestic construction / demolition waste.

To ensure this, we have a permit system in place. Permits are available from our cash offices or customer service centres. Permits are free for household waste and subject to a fee for domestic construction / demolition waste. Permits are single use and must be surrendered to a member of staff at the Household Waste Recycling Centre that you use. Permits are retained for 3 years.

You have a number of rights in relation to the information including the right of access to information we hold about you and the right of complaint if you are unhappy with the way your information is being processed.

For further information on how we process your information and your rights please click the following link:

[{Hyperlink to Full Privacy Notice on our website}](#)